

Docket No. CG 03-123

7/1/2003

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This file contains the complaint logs for the state of New York for the period of June 2002 to May

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2

2003



# New York Relay

## June 2002 - May 2003

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec
#00	Answer Wait Time	3	0	0	0	0	1	0
#01	Dial Out Time	1	0	1	0	1	0	0
#02	Didn't Follow Database Inst.	1	0	0	3	0	0	2
#03	Didn't Follow Cust. Instruct.	4	0	2	4	2	3	7
#04	Didn't Keep Customer Informed	0	0	0	2	3	0	6
#05	Agent Disconnected Caller	1	5	5	3	1	4	5
#06	Poor Spelling	1	0	1	0	2	0	1
#07	Typing Speed/Accuracy	0	0	0	0	3	0	0
#08	Poor Voice Tone	0	1	1	0	0	0	0
#09	Everything Relayed	2	0	0	0	1	0	1
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	2	0	0	1	1	0	1
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	1	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0
#17	Agent Was Rude	1	5	6	2	0	3	5
#18	Problem Answer Machine	0	0	1	1	1	0	1
#19	Spanish Service	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	2	2	3	6	4	5	3
TOTAL		18	13	21	22	19	16	32

TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec
#22	Lost Branding	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	1	1	0	0	0	0
#25	Line Disconnected	0	0	0	0	0	0	0
#26	Garbled Message	1	3	2	0	0	0	0
#27	Database Not Available	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	1	2	4	1	1	3	0
TOTAL		2	6	7	1	1	3	0

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec
#30	Rates	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0
#32	No 900 Number	0	2	0	0	0	0	0
#33	Carrier of Choice	0	0	1	0	0	0	0
#34	Network Recording	0	0	1	0	0	0	0

#35	Other	0	0	0	0	1	0	0
TOTAL		0	2	2	0	1	0	0

TOTAL CONTACT		20	21	30	23	21	19	32
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Jan	Feb	Mar	Apr	May	TOTAL	PCT.
1	0	0	0	0	5	2%
0	0	0	0	0	3	1%
0	2	0	2	1	11	5%
3	1	2	3	0	31	15%
2	0	0	0	0	13	6%
5	5	4	3	1	42	20%
0	1	0	1	0	7	3%
0	0	0	0	0	3	1%
0	0	1	1	0	4	2%
0	0	1	0	1	6	3%
0	0	0	0	0	0	0%
3	0	0	1	2	11	5%
0	1	0	0	0	1	0%
1	0	0	0	0	1	0%
0	0	0	0	0	1	0%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	1	2	2	5	32	15%
0	0	0	1	0	5	2%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
3	0	1	2	1	32	15%
18	11	11	16	11	208	

0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	1	1	0	1	5	17%
0	0	0	0	2	2	7%
0	0	1	1	0	8	27%
0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	1	0	0	2	15	50%
0	2	2	1	5	30	

0	0	0	0	0	0	0%
0	0	0	0	0	0	0%
0	0	0	0	0	2	33%
0	1	0	0	0	2	33%
0	0	0	0	0	1	17%

## **Attachment # 2**

### **Summary Log for June 1, 2002 – May 31, 2003 New York Relay**

For the period of June 1, 2002 through May 31, 2003, Sprint processed 4,734,033 outbound calls on behalf of New York Relay, receiving a total of 244 (< 0.01%) customer complaints. All 244 complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these 244 complaints were escalated for action to the State of New York or to the Federal Communications Commission.

Please support Proceeding 98-67 to make the general public aware of relay services for people with impaired hearing or impaired speech, who cannot use the telephone in the usual manner. Without awareness, people who receive a call through relay often hang up, are rude, or are confused about the message they're receiving.

0	0	0	0	0	1	17%
0	1	0	0	0	6	

18	14	13	17	16	244
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